

Daniel Lewis

SOFTWARE ENGINEER

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Software developer with a decade of experience in information systems engineering and a passion for building useful software and solving complex problems. Seeking an opportunity to pair my software engineering knowledge of different programming languages and frameworks with my industry experience to contribute to a team building and maintaining impactful modern software solutions.

Technical Skills • JavaScript • NodeJs • Python • Flask • React • NextJs • Redux • PostgreSQL • SQLAlchemy • ExpressJs • TailwindCSS • Pandas • IT Infrastructure • Systems Administration • TCP/IP Networking • Network Security • Cloud IaaS

Technical Certifications • CompTIA IT Operations Specialist (CIOS) • CompTIA Secure Infrastructure Specialist (CSIS) • CompTIA Network+ • CompTIA Security+ • ComTIA A+ • Microsoft Certified: Azure Fundamentals

PROJECTS

DSDb | [GitHub](#) | [Live](#)

React • Redux • Python • Flask • SQLAlchemy • TailwindCSS • Pandas

- Implemented advanced parsing of genuine automotive review data hosted in a Google spreadsheet using Python's CSV library, openpyxl, and Pandas on the backend. This facilitated sophisticated data viewing and searching capabilities through a React-based frontend.

EXPERIENCE

IT Manager • OrthoSouth • Memphis, TN

01/2021 – 08/2022

- Planned and engineered all integration APIs and automation workflows for an AutoTask ticketing platform and ShoreTel call queue implementation. This was a solution proposed due to a lack of any actionable data that could be gathered from the existing tools which had failed to scale with the growth of the company's needs.
- Used collected help desk metric data to develop scripting for SharePoint Workflows with Office365 integration as a custom solution to streamline team equipment procurement and inventory processes. Data showed that the procurement and asset management process was the largest contributor to wasted help desk time and engineering effort. Developing and deploying an in-house solution saved time and budgeted funds over software alternatives.
- Actionable metrics gained from automation efforts lead to a 30% improvement in first-call resolution rate and a 25% reduction in ticket backlog.
- Introduced a customer satisfaction tracking system for the team, maintaining a 4.72 out of 5-star average rating since implementation, using feedback to directly influence process review.

Technical Alignment Manager • TeamLogic IT • Memphis, TN

03/2018 – 01/2021

- Developed integrations to automate network diagramming and documentation across multiple clients using documentation software ITGlue's integration APIs to improve engineer access to correct information.
- Generated security and compliance reports for clients that needed to adhere to specific standards, such as PCI and HIPAA. Used the auditing and reporting to create solutions such as network security and software processes improvements.
- Technical lead of a project to implement virtual desktop solutions for customers using legacy remote desktop (RDP) farms. The project used Microsoft Azure Virtual Desktop (WVD) with FSLogix to give customers a modern and scalable cloud solution that reduced server management, VPN networking, and licensing cost while enabling customers to use their custom software workflows with the increasingly remote workforce.
- Installed and maintained infrastructure components, including Windows Active Directory, DNS, DHCP, File/Print servers, Application Servers, Sonicwall Firewalls, Datto Backup and Disaster Recovery (BUDR) Solutions, various networking solutions, and LOB applications for all clients.

EDUCATION

App Academy • Full-Stack Web Development

09/2023

Southwest TN Community College • AAS in Information Technology (Unix/Linux) • Memphis, TN

05/2009

- Windows and Linux System Administration, various programming languages (C++ / Perl / JAVA), Cisco Networking (CCNA), Web development, Project management, and Database Concepts